



**St. John Ambulance Saint-Jean**

**SAVING LIVES SAUVER DES VIES**  
at work, home and play au travail, à la maison et dans les loisirs



# Saving Lives

**St. John Ambulance Canada Annual Report 2009**

## MESSAGE FROM THE CHANCELLOR

**2009 can best be described as a year of transition and opportunity for the Priory of Canada, with Councils enjoying a positive year in spite of the world wide economic downturn.**



*F. Richard Bruce, Chancellor,  
St. John Ambulance Canada*

Volunteerism in the world is changing. Our Community Services leaders are working hard to find ways to recruit new volunteers and retain our current volunteers. In terms of our training programs, 2009 has seen the roll out of a new Wilderness First Aid Program and a new Marine First Aid Program. Our National Management Team has created a Standards and Protocol Sub-Committee that includes Directors of Training from across Canada. This Sub-Committee is focusing its efforts on the development of the SJA First Aid/CPR protocols based on the 2010 release of new ILCOR standards.

At its fall meeting, Priory Council created four study teams to review the structure, composition and mandates, roles, responsibilities of Priory Council, Priory Chapter, National Management Team and Single Appointments. The work of these study teams will help improve the organizational performance of the Priory of Canada.

Other items worthy of note in 2009 include the important work of our volunteers on deployment to Haiti, the merger of the Northwest and Nunavut Territorial Council and Manitoba Council on an operational level, and the election of Mairi Arthur as Deputy Chancellor, making her the first woman to hold the office of Deputy Chancellor in the history of the Priory of Canada.

## OUR CANADIAN MISSION

We enable Canadians to improve their health, safety and quality of life by providing training and community service.

## OUR VALUES

We live the mission by practicing teamwork, fairness, equity, integrity, constructiveness, respectfulness, loyalty, tolerance, quality and balance of life.

## OUR INTERNATIONAL MISSION

To prevent and relieve sickness and injury and to act to enhance the health and well-being of people of all races and creeds anywhere in the world.

# OUR 2009 LEADERSHIP

## Sovereign Head

Her Majesty Queen Elizabeth II

## Royal Appointment

### The Priory of Canada Prior

Her Excellency

The Right Honourable Michaëlle Jean  
Governor General of Canada

## Officers

Chancellor

Deputy Chancellor

Past Chancellor

Vice Chancellor, Finance & Administration

Vice Chancellor, Community Services

Vice Chancellor-at-Large

Vice Chancellor-at-Large

Corporate Secretary

Richard Bruce

Mairi Arthur

John Mah

Brock Cairns

Geraldine Hinton

Geoffrey Lougheed

Suzanne Yvon

Ian Bennett

## Vice Priors

### Lieutenant Governors and Territorial Commissioners

Alberta

British Columbia

Federal District

Saskatchewan

Manitoba

New Brunswick

Newfoundland & Labrador

Northwest Territories

Nova Scotia

Nunavut Territory

Ontario

Prince Edward Island

Quebec

Yukon Territory

His Honour the Honourable Norman L. Kwong

His Honour the Honourable Steven L. Point

His Honour the Honourable David C. Onley

His Honour the Honourable Dr. Gordon L. Barnhart

His Honour the Honourable Philip S. Lee

His Honour the Honourable Graydon Nicholas

His Honour the Honourable John C. Crosbie

The Honourable Anthony W. J. Whitford (Commissioner)

Her Honour the Honourable Mayann E. Francis

The Honourable Ann Meekitjuk Hanson (Commissioner)

His Honour the Honourable David C. Onley

Her Honour the Honourable Barbara A. Hagerman

His Honour the Honourable Pierre Duchesne

The Honourable Geraldine Van Bibber (Commissioner)

### Provincial and Territorial Chairs

Solomon Rolinger

T. Craig Wilson

André Levesque

Donald McDonald

Robert Vandewater

J. Wesley Cosman

James Carroll

David Connelly

Kenneth Turiff

David Connelly

Robert White

Kenneth Turiff

Serge Malaison

T. Craig Wilson

## 2009 COMMUNITY SERVICES REPORT

Throughout 2009, St. John Councils across Canada have responded to the ever changing health and safety needs of Canada and are exploring new and innovative strategies to improve our services to the community.

In British Columbia, volunteers provided patient care services to evacuees at reception centres in the B.C. interior during the 2009 Interface Fire Emergency and supported the World Police and Fire Games by providing patient and emergency medical care to participants and spectators. They also provided similar support to the various Olympic Torch Relay ceremonies across the Province.

Alberta Council implemented three new training programs

developed for current SJA volunteers: Volunteer Orientation Program, Volunteer Leadership Program, and Radio Communications training. With the support of Alberta Health Services and the Alberta Occupant Restraint Program, the Council developed a Child Safety Seat Information Program for parents and caregivers. During 2009, a working group was set up to research and develop an Alberta Council Provincial Emergency & Disaster Response Plan.

Saskatchewan Council embarked on a unique initiative to develop a Medical First Response Unit on a First Nations Reserve and initiated a Drug Rehabilitation Program. The Council also continues to support the National Emergency Stockpile System (NESS) Emergency Hospital Deployment Program.

Ontario Council undertook a review of its Provincial Therapy Dog Evaluator Standards and implemented a new "Paws 4 Stories" Therapy

Dog offering. This work has been shared with the National Therapy Dog Working Group. The Council has put into place new support resources that provide guidance to the formation of Car Seat Safety Community Services Units, and continues to support the National Emergency Response Team pilot project, providing opportunities to the Greater Toronto Area-based teams to bolster their core development in areas such as major event management and remote deployment.

## ST JOHN AMBULANCE CERTIFICATION ACROSS CANADA

Jim Smith is a forestry worker who has worked most of his life in northern BC. Recent changes in the company meant that Jim and his family would be moving to Alberta. How many times have workers dealing with changes in employment faced the fact that first aid certification in many industries is provincially regulated?

*“This agreement is just one of the steps being implemented by provincial and territorial governments.”*

To facilitate labour mobility across Canadian jurisdictions, the governments of Alberta and British Columbia launched Trade, Investment and Labour Mobility Agreement (TILMA) to comply with the national Agreement on Internal Trade (AIT). This agreement is just one of the steps being implemented by provincial and territorial governments.

This means out-of-province first aid certificates will now be recognized, allowing workers to re-locate

without having to be recertified in first aid. Provincial governments have agreed to minimum standards for three levels of first aid training: Emergency, Standard, and Advanced. Additional content may be added

to the minimum requirements, but this additional content will not be a requirement elsewhere. Each provincial jurisdiction is also responsible for the development and implementation of the process for obtaining certification recognition of out-of-jurisdiction First Aid/CPR certificates.

TILMA now includes Saskatchewan and Manitoba. Watch for updates as central and eastern provinces are included.

For more information on transferability of first aid certificates in your province, contact your provincial St. John Ambulance office.

In New Brunswick, Community Services policies and procedures have been updated and enhanced in 2009, and a new volunteer recruitment campaign was rolled out. Community Services Units attended hundreds of events including the Olympic Torch Relay, various concerts, fundraisers, and a multitude of sporting events including the World Curling Championship.

Newfoundland & Labrador started a new Medical First Response Unit in Grand Falls-Windsor, and continues to bolster its emergency

preparedness capabilities through participation in joint disaster exercises. The province's Therapy Dog Program saw a 50% increase in volunteer hours and visitations over 2009.

These are just a few of the many examples of how St. John Ambulance's Community Services programs continue to make a difference across this country, and how trained volunteers continue to recognize and respond to the health and safety needs of Canadians.

## Our Financial Health

### St. John Ambulance — Combined Statement of Financial Position

Assets	2009	2008
	(000s)	(000s)
Current Assets	15,044	21,772
Long Term Assets	57,378	51,530
<b>Total Assets</b>	<b>72,422</b>	<b>73,302</b>
<b>Liabilities &amp; Net Assets</b>		
Current Liabilities	18,844	13,441
Long Term Liabilities	7,436	13,681
<b>Net Assets</b>	<b>46,142</b>	<b>46,180</b>

### St. John Ambulance — Combined Statement of Operations

Revenue	2009	2008
	(000s)	(000s)
First Aid Training	43,221	42,787
First Aid Product Sales	6,912	7,306
Investment by Canadians (Grants and Donations)	5,407	5,660
Other Revenue	6,089	6,749
<b>Total Revenue</b>	<b>61,629</b>	<b>62,502</b>
<b>Expenditures</b>		
First Aid Training	11,846	12,505
St. John Product	4,894	4,614
Community Services, Bursaries & Awards	5,342	5,734
Service Delivery & Administration	39,540	38,988
<b>Total Expenses</b>	<b>61,622</b>	<b>61,841</b>
Surplus / (Deficit)	7	661

## General Facts:

- Established in 1883 in Canada
- Member of one of the world's oldest humanitarian organizations — the Order of St. John
- Serves communities across Canada
- 25,000 volunteers provide over one million volunteer hours annually
- 6,000 certified instructors
- Provides first aid and CPR training programs that contain the latest protocols and meet provincial and federal regulations
- Trains more than 600,000 Canadians in first aid and CPR each year
- Markets a complete range of high quality first aid kits and supplies for use at work, home and play
- Supports humanitarian relief efforts across Canada and around the world

For further information about St. John Ambulance in your community, please visit [www.sja.ca](http://www.sja.ca) or contact

#### Provincial and Territorial Offices:

British Columbia/Yukon Territory — Vancouver	(866) 321-2651
Alberta — Edmonton	(800) 665-7114
Saskatchewan — Regina	(306) 522-7226
Manitoba — Winnipeg	(204) 784-7000
Federal District — Ottawa	(613) 722-2002
Ontario — Toronto	(800) 268-7581
Quebec — Montreal	(877) 272-7607
New Brunswick — Fredericton	(800) 563-9998
Nova Scotia/Prince Edward Island — Dartmouth	(800) 565-5056
Newfoundland and Labrador — St. John's	(709) 726-4200
Northwest Territories and Nunavut — Yellowknife	(867) 873-5658
National Office — Ottawa	(888) 840-5646



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[www.sja.ca](http://www.sja.ca)

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First aid and CPR save lives. As Canada's standard for excellence in first aid and CPR services, St. John Ambulance plays an integral role in our society. Building on a 900 year tradition, St. John Ambulance offers innovative programs and products, ensuring Canadians receive the best quality training and expertise. People across the country benefit from the care and safety provided by St. John Ambulance community service teams at local events.